

SLA Local (RSA)
SCHEDULE OF RATES FOR 2018

The Cost for Maintenance Contract per month is:

Weekly Maintenance for one Day:	R 30 400,00
Fortnightly Maintenance (One day every two weeks):	R 15 200,00
Monthly Maintenance (One day a Month):	R 7 600,00

(Travelling to site is excluded and is charged for in addition according to Rates.)

Callout Rate for Contracts with Maintenance Contract:

Rate per hour (Min 2 hours) including travelling Time & Km	R 855,00
Overtime – Weekdays and Saturdays	R 1 282,50
Overtime – Sundays and Public Holidays	R 1 710,00

Callout Rate for Contracts without Maintenance Contract:

Rate per hour (Min 3 hours) including travelling Time & Km	R 950,00
Overtime – Weekdays and Saturdays	R 1 425,00
Overtime – Sundays and Public Holidays	R 1 900,00

Emergency Call Out: Expenses like transport, communication and food expenses that AGE technologies might have carried during their callout will be forwarded to “the Client” for payment settlement at cost as per point 5

These agreements are valid for one year and will be re-negotiated annually.

SPECIAL CONDITIONS FOR 2018

All additional equipment, computers, servers, spares, cards and software required for the purpose of the maintaining or upgrade for the “the Client” site will be purchased by AGE on behalf of the client, based on an order request from the client.

“the Client” undertakes to catch up and maintain their annual Support Contract from the SCADA provider.